



N: 09/474,643

*Amend 19/10 (N/E)*  
*Ellis*  
PATENT  
*1-5-04*

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Haynes et al. Examiner: Van Doren, B.  
Serial No.: 09/474,643 Group Art Unit: 3623  
Filed: December 29, 1999 Docket No.: 60027.0326US01/98041  
Title: System and Method for Eliminating an Unnecessary Dispatch  
of a Service Technician

CERTIFICATE UNDER 37 CFR 1.8:

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Mail Stop Non-Fee Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on December 8, 2003.

*Christopher J. Leonard*  
Christopher J. Leonard

*do not enter  
bwd  
1/6/04*

AMENDMENT

Mail Stop Non-Fee Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

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**GROUP 3600**

Dear Sir/Madam:

The present communication is in response to the Office Action dated October 8, 2003. Please enter the following amendments to the claims and consider the following remarks addressing all points raised by the Office Action as follows:

**Amendments to the Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks** begin on page 9 of this paper.